

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 1999-132-C - ORDER NO. 1999-485

JULY 8, 1999

IN RE:	Application of Talon Communications, Inc.)	ORDER
	for a Certificate of Public Convenience and)	APPROVING
	Necessity to Provide Local Exchange and)	APPLICATION
	Interexchange Telecommunications Services)	
	within the State of South Carolina and for)	
	Flexible Regulation of its Local Service)	
	Offerings and Alternative Regulation of its)	
	Interexchange Service Offerings.)	

This matter comes before the Public Service Commission of South Carolina (the Commission) by way of the Application of Talon Communications, Inc. ("Talon" or the "Company") for authority to provide local exchange and interexchange telecommunications services within the State of South Carolina. The Company requests that the Commission regulate its local telecommunications services in accordance with the principles and procedures established for flexible regulation in Order No. 98-165 in Docket No. 97-467-C. In addition, Talon requests that the Commission regulate its business services offerings identical to that granted to AT&T Communications in Order Nos. 95-1734 and 96-55 in Docket No. 95-661-C. The Application was filed pursuant to S.C. Code Ann. Sections 58-9-280, 58-9-520, and the Rules and Regulations of the Commission.

By letter, the Commission's Executive Director instructed Talon to publish, one time, a prepared Notice of Filing in newspapers of general circulation in the areas

affected by the Application. The purpose of the Notice of Filing was to inform interested parties of the manner and time in which to file the appropriate pleadings for participation in the proceedings. Talon complied with this instruction and provided the Commission with proof of publication of the Notice of Filing. A Petition to Intervene was received from the South Carolina Telephone Coalition ("SCTC").

On June 8, 1999, counsel for SCTC filed with the Commission a Stipulation in which Talon stipulated that it would seek authority in non-rural local exchange ("LEC") service areas of South Carolina and that it would not provide any local service to any customer located in a rural incumbent's service area, unless and until Talon provided written notice of its intent prior to the date of the intended service. Talon also stipulated that it was not asking the Commission to make a finding at this time regarding whether competition is in the public interest for rural areas. Talon agreed to abide by all State and Federal laws and to participate to the extent that it may be required to do so by the Commission in support of universally available telephone service at affordable rates. The SCTC withdrew its opposition to the granting of a statewide Certificate of Public Convenience and Necessity to Talon provided the conditions contained in the Stipulation are met. The Stipulation is approved and attached as Order Exhibit 1.

A hearing was commenced on June 24, 1999, at 10:30 a.m., in the Commission's Hearing Room. The Honorable Philip Bradley, Chairman, presided. Talon was represented by John J. Pringle, Jr. Esquire. Jocelyn D. Green, Staff Counsel, represented the Commission Staff.

Mr. Travis Crane, President and Chief Executive Officer of Talon, appeared and testified in support of the Application. The record reveals Talon is a South Carolina

corporation. Talon seeks to provide local exchange and interexchange telecommunications services from points of origin within the State of South Carolina to points of termination within the State of South Carolina, other parts of the United States, and foreign countries. The Company also intends to offer prepaid calling card services. Although the tariff indicates that the Company will offer operator services, Mr. Crane testified that the Company will not offer operator services. The Company will delete operator services from its tariff.

Mr. Crane testified that Talon was founded in 1995. The Company has experienced steady financial growth since 1995. In addition, the Company initially plans to offer its services solely to residential and business customers in Upstate South Carolina. Talon has not applied for nor has the Company received certification to provide telecommunications services in any other state.

Mr. Crane also discussed Talon's technical, financial, and managerial resources to provide the services for which it seeks authority to provide. Mr. Crane testified further that Talon will operate in accordance with Commission rules, regulations, guidelines, and Commission Orders.

Finally, the record reveals that approval of Talon's Application would serve the public interest by providing business and residential customers competitive rates and capable, responsive customer service. In addition, when a Talon customer has questions concerning the Company's services, the customer can visit one of Talon's retail store locations to obtain information on an account.

After full consideration of the applicable law, the Company's Application, and the evidence presented at the hearing, the Commission hereby issues its findings of fact and conclusions of law:

FINDINGS OF FACT

1. Talon is organized as a corporation under the laws of the State of South Carolina.
2. Talon is a provider of interexchange telecommunications services in equal access (Feature Group D) areas and wishes to provide its services in South Carolina.
3. Talon has the managerial, technical, and financial resources to provide the services as described in its Application.
4. The Commission finds that Talon's "provision of service will not adversely impact the availability of affordable local exchange service."
5. The Commission finds that Talon will support universally available telephone service at affordable rates.
6. The Commission finds that Talon will provide services which will meet the service standards of the Commission.
7. The Commission finds that the provision of local exchange service by Talon does not adversely impact the public interest.

CONCLUSIONS OF LAW

1. Based on the above findings of fact, the Commission determines that a Certificate of Public Convenience and Necessity should be granted to Talon to provide competitive intrastate non-rural local exchange service in South Carolina. The terms of the Stipulation between Talon and SCTC are approved, and adopted as a part of this

Order. Any proposal to provide such service to rural service areas is subject to the terms of the Stipulation. In addition, Talon is granted authority to provide intrastate interLATA service and to originate and terminate toll traffic within the same LATA, as set forth herein, through the resale of intrastate Wide Area Telecommunications Services (WATS), Message Telecommunications Service (MTS), directory assistance, travel card service or any other services authorized for resale by tariffs of carriers approved by the Commission.

2. Talon shall file, prior to offering local exchange services in South Carolina, its final tariff of its local service offerings conforming to all matters discussed with Staff and comporting with South Carolina law in all matters. Talon's local telecommunications services shall be regulated in accordance with the principles and procedures established for flexible regulation first granted to NewSouth Communications by Order No. 98-165 in Docket No. 97-467-C. Specifically, the Commission adopts for Talon's competitive intrastate local exchange services a rate structure incorporating maximum rate levels with the flexibility for adjustment below the maximum rate levels that will have been previously approved by the Commission. Further, Talon's local exchange service tariff filings are presumed valid upon filing, subject to the Commission's right within thirty (30) days to institute an investigation of the tariff filing, in which case the tariff filing would be suspended pending further Order of the Commission. Further, any such tariff filings will be subject to the same monitoring process as similarly situated competitive local exchange carriers.

3. The Commission adopts a rate design for the long distance services of Talon which are consistent with the principles and procedures established for alternative

regulation of business service offerings set out in Order Nos. 95-1734 and 96-55 in Docket No. 95-661-C.

Under the Commission approved alternative regulation, the business service offerings of Talon, including consumer calling card services, operator services, and customer network offerings, are subject to a relaxed regulatory scheme identical to that granted to AT&T Communications in Order Nos. 95-1734 and 96-55 in Docket No. 95-661-C. Under this relaxed regulatory scheme, tariff filings for business services shall be presumed valid upon filing. The Commission will have seven (7) days in which to institute an investigation of any tariff filing. If the Commission institutes an investigation of a particular tariff filing within the seven days, the tariff filing will then be suspended until further Order of the Commission. Any relaxation in the future reporting requirements that may be adopted for AT&T shall apply to Talon also.

4. With regard to the residential service offerings of Talon, the Commission adopts a rate design which includes only maximum rate levels for each tariff charge. A rate structure incorporating maximum rate levels has been previously adopted by the Commission. In Re: Application of GTE Sprint Communications Corporation, etc., Order No. 84-622, issued in Docket No. 84-10-C (August 2, 1984).

5. Talon shall not adjust its residential rates below the approved maximum level without notice to the Commission and to the public. Talon shall file its proposed rate changes, publish its notice of such changes, and file affidavits of publication with the Commission two weeks prior to the effective date of the changes. However, the public notice requirement is waived, and therefore not required, for reductions below the maximum cap in instances which do not affect the general body of subscribers or do not

constitute a general rate reduction. In Re: Application of GTE Sprint Communications, etc., Order No. 93-638, issued in Docket No. 84-10-C (July 16, 1993). Any proposed increase in the maximum rate level for residential services reflected in the tariff which would be applicable to the general body of the Company's subscribers shall constitute a general ratemaking proceeding and will be treated in accordance with the notice and hearing provisions of S.C. Code Ann. §58-9-540 (Supp. 1998).

6. If it has not already done so by the date of issuance of this Order, Talon shall file its revised long distance tariff and an accompanying price list within thirty (30) days of receipt of this Order. The revised tariff shall be consistent with the findings of this Order and shall be consistent with the Commission's Rules and Regulations.

7. Talon is subject to access charges pursuant to Commission Order No. 86-584 in which the Commission determined that for access purposes resellers should be treated similarly to facilities-based interexchange carriers.

8. With regard to the Company's resale interexchange service, an end-user should be able to access another interexchange carrier or operator service provider if the end-user so desires.

9. Talon shall resell the services of only those interexchange carriers or LECs authorized to do business in South Carolina by this Commission. If Talon changes underlying carriers, it shall notify the Commission in writing.

10. With regard to the origination and termination of toll calls within the same LATA, Talon shall comply with the terms of Order No. 93-462, Order Approving Stipulation and Agreement, in Docket Nos. 92-182-C, 92-183-C, and 92-200-C (June 3, 1993).

11. Talon shall file surveillance reports on a calendar or fiscal year basis with the Commission as required by Order No. 88-178 in Docket No. 87-483-C. The proper form for these reports is indicated on Attachment A.

12. The Company shall, in compliance with Commission regulations, designate and maintain an authorized utility representative who is prepared to discuss, on a regulatory level, customer relations (complaint) matters, engineering operations, tests and repairs. In addition, the Company shall provide to the Commission in writing the name of the authorized representative to be contacted in connection with general management duties as well as emergencies which occur during non-office hours.

Talon shall file the names, addresses and telephone numbers of these representatives with the Commission within thirty (30) days of receipt of this Order. Attachment B shall be utilized for the provision of this information to the Commission. Further, the Company shall promptly notify the Commission in writing if the representatives are replaced, and the Company is directed to comply with the Commission regulations unless waived by the Commission.

13. Talon shall conduct its business in compliance with Commission decisions and Orders, both past and future, including but not limited to, any and all Commission decisions which may be rendered in Docket No. 96-018-C regarding local competition.

14. The Company is directed to comply with all Rules and Regulations of the Commission, unless a regulation is specifically waived by the Commission.

15. Title 23, Chapter 47, South Carolina Code of Laws Ann., governs the establishment and implementation of a "Public Safety Communications Center," which is more commonly known as a "911 system" or "911 service." Services available through a

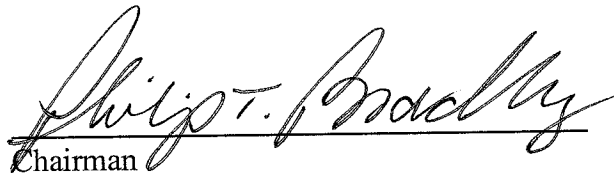
911 system include law enforcement, fire, and emergency medical services. In recognition of the necessity of quality 911 services being provided to the citizens of South Carolina, the Commission hereby instructs Talon to contact the appropriate authorities regarding 911 service in the counties and cities where the Company will be operating. Contact with the appropriate authorities is to be made before beginning telephone service in South Carolina. Accompanying this Order is an information packet from the South Carolina Chapter of the National Emergency Number Association ("SC NENA") with contact information and sample forms. The Company may also obtain information by contacting the E911 Coordinator at the Office of Information Resources of the South Carolina Budget and Control Board. By this Order and prior to providing services within South Carolina, Talon shall contact the 911 Coordinator in each county, as well as the 911 Coordinator in each city where the city has its own 911 system, and shall provide information regarding the Company's operations as required by the 911 system.

16. As a condition of offering debit card services, the Commission requires the Company to post with the Commission a bond in the form of a Certificate of Deposit worth \$5,000 drawn in the name of the Public Service Commission of South Carolina or a surety bond in the amount of \$5,000 which is payable to the Commission. The Certificate of Deposit shall be drawn on federal or state chartered banks or savings and loan associations which maintain an office in this state and whose accounts are insured by either the FDIC or the Federal Savings and Loan Insurance Corporation. A surety bond shall be issued by a duly licensed bonding or insurance company authorized to do business in South Carolina. This condition may be reviewed in one year.

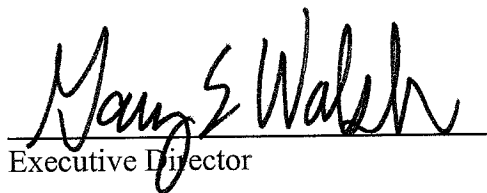
17. If the Company sells its debit cards to retail establishments for resale of the debit cards, and the retailer of the debit cards deviates from the suggested retail price as filed in the tariff, or as approved by the Commission in a special promotion, then the Company will withdraw its cards from that retail outlet. This Commission strongly suggests that the Company enter into written agreements with its South Carolina retail outlets regarding this policy of abiding by suggested retail pricing prior to the outlet marketing the card.

18. This Order shall remain in full force and effect until further Order of the Commission.

BY ORDER OF THE COMMISSION:


Chairman

ATTEST:


Executive Director

(SEAL)

DOCKET NO. 1999-132-C - ORDER NO. 1999-485
JULY 8, 1999
ATTACHMENT A

**ANNUAL INFORMATION ON SOUTH CAROLINA OPERATIONS
FOR INTEREXCHANGE COMPANIES AND AOS'S**

COMPANY NAME

FEI NO.

ADDRESS

CITY, STATE, ZIP CODE

PHONE NUMBER

- (1) SOUTH CAROLINA OPERATING REVENUES FOR THE 12 MONTHS ENDING
DECEMBER 31 OR FISCAL YEAR ENDING _____.
- (2) SOUTH CAROLINA OPERATING EXPENSES FOR THE 12 MONTHS ENDING
DECEMBER 31 OR FISCAL YEAR ENDING _____.
- (3) RATE BASE INVESTMENT IN SOUTH CAROLINA OPERATIONS* FOR
12 MONTHS ENDING DECEMBER 31 OR FISCAL YEAR ENDING _____.
- * THIS WOULD INCLUDE GROSS PLANT, ACCUMULATED DEPRECIATION,
MATERIALS AND SUPPLIES, CASH WORKING CAPITAL, CONSTRUCTION WORK IN
PROGRESS, ACCUMULATED DEFERRED INCOME TAX, CONTRIBUTIONS IN AID OF
CONSTRUCTION AND CUSTOMER DEPOSITS.
- (4) PARENT'S CAPITAL STRUCTURE* AT DECEMBER 31 OR FISCAL YEAR ENDING
_____.
- * THIS WOULD INCLUDE ALL LONG TERM DEBT (NOT THE CURRENT PORTION
PAYABLE), PREFERRED STOCK AND COMMON EQUITY.
- (5) PARENT'S EMBEDDED COST PERCENTAGE (%) FOR LONG TERM DEBT AND
EMBEDDED COST PERCENTAGE (%) FOR PREFERRED STOCK AT YEAR ENDING
DECEMBER 31 OR FISCAL YEAR ENDING _____.
- (6) ALL DETAILS ON THE ALLOCATION METHOD USED TO DETERMINE THE AMOUNT
OF EXPENSES ALLOCATED TO SOUTH CAROLINA OPERATIONS AS WELL AS
METHOD OF ALLOCATION OF COMPANY'S RATE BASE INVESTMENT (SEE #3
ABOVE).

SIGNATURE

NAME (PLEASE TYPE OF PRINT)

TITLE

DOCKET NO. 1999-132-C - ORDER NO. 1999-485

JULY 8, 1999

ATTACHMENT B

**INFORMATION OF THE AUTHORIZED UTILITY
REPRESENTATIVES FOR INTEREXCHANGE, LOCAL
AND AOS COMPANIES**

PURSUANT TO SOUTH CAROLINA PUBLIC SERVICE COMMISSION
REGULATION 103-612.2.4(b), each utility shall file and maintain with the Commission
the name, title, address, and telephone number of the persons who should be contacted in
connection with Customer Relations/Complaints.

Company Name/DBA Name

Business Address

City, State, Zip Code

Authorized Utility Representative (Please Print or Type)

Telephone Number

Fax Number

E-Mail Address

This form was completed by Signature

If you have any questions, contact the Consumer Services Department at 803-896-5230

BEFORE
THE PUBLIC SERVICE COMMISSION
OF
SOUTH CAROLINA

Docket No. 1999-132-C

RECEIVED
MAY - 3 1999

Re: Application of Talon Communications, Inc. for a Certificate)
of Public Convenience and Necessity to Provide Local)
Exchange and Interexchange Telecommunications Services)
in the State of South Carolina)

BEACH LAW FIRM, P.A.

The South Carolina Telephone Coalition ("SCTC") (see attachment "A" for list of companies) and Talon Communications, Inc. ("Talon") hereby enter into the following stipulations.

As a consequence of these stipulations and conditions, the necessity for SCTC's intervention in this matter is avoided and SCTC withdraws its opposition to Talon's Application. SCTC and Talon stipulate and agree as follows:

1. SCTC does not oppose the granting of a statewide Certificate of Public Convenience and Necessity to Talon, provided the South Carolina Public Service Commission ("Commission") makes the necessary findings to justify granting of such a certificate, and provided the conditions contained within this stipulation are met.

2. Talon stipulates and agrees that any Certificate which may be granted will authorize Talon to provide service only to customers located in non-rural local exchange company ("LEC") service areas of South Carolina, except as provided herein.

3. Talon stipulates that it is not asking the Commission to make a finding at this time regarding whether competition is in the public interest for rural areas.

4. Talon stipulates and agrees that it will not provide any local service, by its own facilities or otherwise, to any customer located in a rural incumbent LEC's service area, unless and until Talon provides such rural incumbent LEC and the Commission with written notice of its intent to do so at least thirty (30) days prior to the date of the intended service. During such notice period, the rural incumbent LEC will have the opportunity to petition the Commission to exercise all rights afforded it under Federal and State law. Also, Talon acknowledges that the Commission may suspend the intended date for service in rural LEC territory for ninety (90) days while the Commission conducts any proceeding incident to the Petition or upon the Commission's own Motion, provided that the Commission can further suspend the implementation date upon showing of good cause.

5. Talon stipulates and agrees that if, after Talon gives notice that it intends to serve a customer located in a rural incumbent LEC's service area, the Commission receives a Petition from the rural incumbent LEC to exercise its rights under Federal or State law, or the Commission institutes a proceeding of its own, then Talon will not provide service to any customer located within the service area in question without prior and further Commission approval.

6. Talon acknowledges that any right which it may have or acquire to serve a rural telephone company service area in South Carolina is subject to the conditions contained herein, and to any future policies, procedures, and guidelines relevant to such proposed service

which the Commission may implement, so long as such policies, procedures, and guidelines do not conflict with Federal or State law.

7. The parties stipulate and agree that all rights under Federal and State law are reserved to the rural incumbent LECs, and this Stipulation in no way suspends or adversely affects such rights, including any exemptions, suspensions, or modifications to which they may be entitled.

8. Talon agrees to abide by all State and Federal laws and to participate, to the extent it may be required to do so by the Commission, in the support of universally available telephone service at affordable rates.

9. Talon hereby amends its application and its prefiled testimony in this docket to the extent necessary to conform with this Stipulation.

AGREED AND STIPULATED to this 8th day of June, 1999.

Talon Communications, Inc.

John J. Pringle, Jr.

South Carolina Telephone Coalition:

Margaret M. Fox

M. John Bowen, Jr.

Margaret M. Fox

McNair Law Firm, P.A.

Post Office Box 11390

(803) 799-9800

Attorneys for the South Carolina
Telephone Coalition

ATTACHMENT A
South Carolina Telephone Coalition Member Companies
for Purposes of Local Service Stipulation

ALLTEL South Carolina, Inc.
Bluffton Telephone Company, Inc.
Chesnee Telephone Company
Chester Telephone Company
Farmers Telephone Cooperative, Inc.
Ft. Mill Telephone Company
Hargray Telephone Company, Inc.
Heath Springs Telephone Company Inc.
Home Telephone Company, Inc.
Lancaster Telephone Company
Lockhart Telephone Company
McClellanville Telephone Company
Norway Telephone Company
Palmetto Rural Telephone Cooperative, Inc.
Piedmont Rural Telephone Cooperative, Inc.
Pond Branch Telephone Company
Ridgeway Telephone Company
Rock Hill Telephone Company
Sandhill Telephone Cooperative, Inc.
St. Stephen Telephone Company
West Carolina Rural Telephone Cooperative, Inc.
Williston Telephone Company

BEFORE
THE PUBLIC SERVICE COMMISSION
OF
SOUTH CAROLINA

Docket No. 1999-132-C

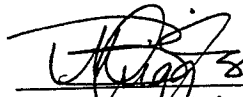
Re: Application of Talon Communications, Inc. for a)
Certificate of Public Convenience and Necessity to)
Provide Local Exchange and Interexchange)
Telecommunications Services in the State)
of South Carolina)
_____)

CERTIFICATE OF SERVICE

I, Mia DuRant Briggs, do hereby certify that this day I caused to have served the foregoing Stipulation to the below named party of record, by having same delivered as indicated, this 8th day of June, 1999, and addressed as follows:

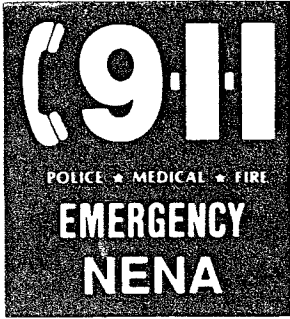
U.S. MAIL - FIRST CLASS POSTAGE AFFIXED:

John F. Beach, Esquire
John J. Pringle, Jr., Esquire
BEACH LAW FIRM, P.A.
Post Office Box 11547
Columbia, South Carolina 29211-1547



Mia DuRant Briggs

Columbia, South Carolina



NENA

National
Emergency
Number
Association

South Carolina Chapter

October 1, 1998

To: Telephone Companies New to South Carolina

In an effort to continue providing quality emergency services to the citizens of South Carolina, the SC NENA (National Emergency Number Association) requests that before beginning telephone service in a county, you contact the 911 Coordinator in that county. This will allow both parties to obtain important information about providing 911 services in that county. If you have already begun service, then contact the coordinator as soon as possible.

A list of County 911 Coordinators is provided with this letter. A list is also maintained on the South Carolina E911 homepage at www.state.sc.us/911. If you have any questions related to 911 in South Carolina, you may contact E911 Coordination at the Office of Information Resources at 803-737-9616. The person responsible for this can also be found on the 911 homepage. Please be aware that some cities may have their own E911 systems, these are listed on the attached list and on the 911 homepage. These city coordinators will need to be contacted in addition to the county coordinators.

County 911 Contacts

ALPHABETICAL INDEX

The 911 Contacts page is listed in alphabetical order, by county.
Click on the letter that the County begins with to go to that county.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

A

Abbeville County - May, Bill
P.O.Box 1010
Abbeville, SC 29620
O 864-459-8501
F 864-459-8304
E-mail E911control@wctel.net

Aiken County - Heath-Callahan, Kate
1680 Richland Ave. W., Suite 130
Aiken, SC 29801
O 803-642-2054
F 803-642-7587

Allendale County - Smith, Mickey
P.O. Box 645
Allendale, SC 29810
O 803-584-3438
F 803-584-7042

Anderson County - Gerry Shealy
P.O. Box 8002
Anderson, SC 29622
O 864-260-4646
F 864-260-4381

B

Bamberg County - Jowers, Jeff
P.O. Box 119
Bamberg, SC 29003
O 803-245-4313

Barnwell County - Angil, John
57 Wall St.
Barnwell, SC 29812
O 803-259-7013
F 803-259-1759

Berkeley County - Powell, Pam
223 N. Live Oak Dr.
Moncks Corner, SC 24961
O 843-719-4052
F 843-719-4111

Beaufort County - Winn, William
P. O. Drawer 1228
Beaufort, SC 29901
O 843-470-3100

F 843-470-3054

C

Charleston County - Morgan, Lisa
4356 Azalea Dr.
North Charleston, SC29405-7477
O 843-745-2321
F 843-745-2324

Cherokee County - Coggins, Delsia
122 Administrative Dr.
Gaffney, SC 29340
O 864-487-2742
F 864-487-2775

Chester County - Lee, Jesse
P.O. Drawer
Chester, SC 29706
O 803-385-5433
F 803-581-2342

Clarendon County - Truluck, John
P.O. Box 486
Manning, SC 29102
O 803-435-9310

Clemson, City of - Young, Arlene
P.O. Box 1566Clemson, SC 29633
O 864-653-2070
F 864-653-2032

Colleton County - McRoy, Barry
119 Benson Street, Suite 200
P.O.Box 2165
Walterboro, South Carolina 29488
O 803-549-1146
F 803-549-6742

D

Darlington County - West, Libby
1625 Harry Byrd Highway
Darlington, SC 29532
O 843-398-4920
F 843-398-4918

Dillon County - Miller, Patricia
PO Box 327Dillon, SC29536-0327
O 843-774-1458
F 843-841-3707

Dorchester County - Dease, Barbara
500 N. Main St.
Summerville, SC 29484
O 843-832-0023
F 843-832-0037

E

Edgefield County - Priest, Linda
127 Courthouse Square
Edgefield, SC 29824
O 803-637-4105
F 803-637-4128

F

Fairfield County - Kirkland, Mike

P.O. Drawer 60
Winnsboro, South Carolina 29180
O 803- 635-4444
F 803-635-4299

Florence County - Matthews, Elizabeth M.
City County Complex
180 Irby Street MSC-G
Florence, SC 29501
O 803-676-8600
F 803-676-8613

G

Georgetown County - Williams, Thomas
PO Drawer 1270
Georgetown, SC 29442
O 843-527-7994
F 843-546-7820

Goose Creek, City of - Lieu, Debbie
P.O. Drawer 1768
Goose Creek, South Carolina 29445
O 803-863-5205
F 803-863-5218

Greenville County - Inman, Ralph
Suite 2150
301 University Ridge
Greenville, S.C. 29601
O 864-467-5161
F 864-467-5918

Greenwood County - Crawford, Tina
County Courthouse Room B-12
Greenwood, SC
O 864-942-8576
F 864-942-8671

H

Hampton County - Rushing, Gene
201 Jackson St.,
West Hampton, SC 29924
O 803-943-7534
F 803-943-7502

Hanahan, City of - Leudtke, Scott
PO Box 9278
Hanahan, SC 29410
O 843-554-4221 ex165

Horry County - Hardwick, Renee
PO Box 296
Conway, SC 29528
O 843-248-1820
F 843-248-1471

K

Kershaw County - Stropes, Kirk
2521 Broad St.
Camden, SC 29020
O 803-424-4001
F 803-425-7698

L

Lancaster County - Reed, Caroline
PO Box 1809
Lancaster, SC 29721
O 803-285-1969

F 803-416- 9380

Laurens County - Avery, Joey
PO Box 1396 Laurens, SC 29360
O 864-984-0812
F 864-984-0900

Lee County - Conway, Bill
PO Box 309
Bishopville, SC 29010
O 803-484-5341 ext 340
F 803-484-6512

Lexington County -Ellis, Neil
212 S. Lake Dr.
Lexington, SC 29202
O 803-359-8342
F 803-359-0023

M

Marion County - Herndon, Kimberly
PO Box 1091
Marion, SC 29571
O 803-423-8238
F 803-423-8224

Marlboro County - Cooper, Lewis
205 E. Market St.
Bennettsville, SC 29512
O 843-479-5636
F 843-479-9944

N

Newberry County - Barber, Tom
3239 Louis Rich Road
Newberry, South Carolina 29108
O 803-321-2135
F 803-321-2147

O

Oconee County - Pruitt, Steve
415 S. Pine St.
Walhalla, SC 29691
O 864-638-4117
F 864-638-4208

Orangeburg County - Sarjeant, Barbara
P.O. Drawer 9000
Orangeburg, South Carolina 29116-9000
O 803-533-6166
F 803-533-6048

P

Pickens County - Martin, Dana
222 McDaniel Ave. B-11
Pickens, SC 29671
O 864-898-5961
F 864-898-5759

R

Richland County - Byrd, Michael
1410 Laurens Street
Columbia, S.C. 29204
O 803-748-4656 F 803-748-5055

S

Spartanburg County - Jones, ENP, DAVID
PO Box 5666
O 864-596-2050
F 864-595-2382
email: dfjones@spartanburg911.com

Summerville, Town of -
Christie, Joe
100 Civic Center
Summerville, Sc 29483
O 843-871-6000
F 843-871-6954

Sumter County - Chin, Marvin
107 E. Hampton Ave
Sumter, SC 29150
O 803-773-1561
F 803-773-7080

U

Union County - Mitchell, Linda
414 S. Pinckney St.
Union, SC 29379
O 864-429-1642
F 864-429-1622

W

Williamsburg County - Rowell, Victor
205 Thurgood Marshall Blvd.
Kingstree, SC 29556
O 843-354-9330
F 843-354-3534

Y

York County - Howell, Cotton
PO Box 11706
Rock Hill, SC 29731
O 803-329-7270
F 803-324-7420

MEMO OF ACKNOWLEDGEMENT AND UNDERSTANDING BETWEEN COMPANY AND 9-1-1 ENTITY

EXPLANATION SHEET

PURPOSE: Formal standardized exchange of information between the CLECs and the 9-1-1 Entities.

Attachment No. 1 - This attachment is to be filled out by the CLEC.

Provides 9-1-1 related information on the Company's service plan including: Company network; 9-1-1 network interconnection; service areas and offerings; database updates and anticipated commercial service cutover dates.

Attachment No. 2 - This attachment is to be filled out by the CLEC.

Provides name, title and contact numbers for database, billing, service installation/cutover, network operations and 9-1-1 coordination. This information will include 24 hour 7 day emergency contact number and management escalation.

Attachment No. 3 - This attachment is to be filled out by the 9-1-1 Managing Entity.

Contains 9-1-1 Entity provided information for default routing in various types of 9-1-1 call failure conditions or where a customer dials "O" for Operator instead of 911. Includes "default" PSAP designations, Public Switched Network 10 digit "default" PSAP telephone numbers and special routing information that may be required for operation of the 9-1-1 System.

Attachment No. 4 - This attachment is to be filled out by the CLEC.

Provides detailed testing plan for Company's 9-1-1 interconnection prior to live commercial service cutover. Includes test call process for 9-1-1 trunk group to the 9-1-1 tandem, ALI database entries, default routing and calls to an Operator.

Attachment No. 5 - This attachment is to be filled out by the CLEC.

Provides detailed information on procedures to be followed by the company in the case of 9-1-1 trunk group failure, 9-1-1 tandem failure or Company switch isolation from the Public Switched Network.

Attachment No. 6 - This attachment is to be filled out by the 9-1-1 Managing Entity.

Provides all the information necessary for Company billing and remittance of the 9-1-1 fees. This will include authorizing law or Fee Order; detail on charges and differences between residential, business line and business trunk charges; charging limitations for large customers, if any; administrative fee to be retained by the Company and remittance destination information.

Attachment No. 7 - This attachment is to be filled out by the CLEC.

Details charges involved with providing 9-1-1 service incurred by the Company. These will normally be passed through to the 9-1-1 Entity. Included are Company costs for connecting to the 9-1-1 network, 9-1-1 Network use charges, if any, and 9-1-1 database preparation costs.

Attachment No. 8 - This attachment is to be filled out by the 9-1-1 Managing Entity.

Provides name, title and contact numbers for database, billing, PSAP operations, 9-1-1 Entity management, and the Lead Telco Representative.

All attachments are necessary for the full exchange of information. Some CLECs may not elect to complete Attachment No. 7 at the time of initial exchange, but reserve for future use.

A Memo of Acknowledgement and Understanding would be completed for each county. Certain attachment information will be different for each county.

Memo of Acknowledgement and Understanding
Between Company and 9-1-1 Entity

This document, together with Attachments 1 through 8, summarizes and acknowledges the establishment of a working relationship between _____ ("Company") and _____ ("the 9-1-1 Entity").

Company

- Will provide local exchange service throughout _____ area starting approximately _____ 199__. See Attachment 1 for 9-1-1 Service Plan.
- Is a Certified Local Exchange Carrier in the State of _____.
- Will be in compliance with all applicable state and local regulations.
- Will provide the 9-1-1 Entity with its contact and escalation list, as set forth in Attachment 2.

Company Network Service

- Has completed an Interconnection Agreement with _____ ("ILEC").
- Has agreed to provide 911 Tandem/Trunking through _____ ("ILEC").
- Has agreed to provide Database Access through _____ ("ILEC").
- Will provide database updates within 24 hours.
- Will use "default" PSAP in case of 9-1-1 network failure and for Operator routing as set forth in Attachment 3.
- Provides a 9-1-1 Test Plan and Disaster Recovery Plan as set forth in Attachments 4 & 5.

Company Billing

- Will bill and remit collected authorized 9-1-1 Emergency Service Fee, less all authorized collection fees, as described in Attachment 6.
- Reserves the right to retain or bill an additional fee for "Network Services" charges, as set forth in Attachment 7 as allowed by tariff and state law.

9-1-1 Entity

- Provides a PSAP, Lead Telco and 9-1-1 Entity contact and escalation list as set forth in Attachment 8.
- Designates the "default" PSAP and default PSAP 10 digit access number for network failure and Operator routing as set forth in Attachment 3.
- Provides Emergency Service Fee information as set forth in Attachment 6.
- Provides Emergency Service Fee remittance and Network Services charge billing name and address in Attachment 6.
- Provides a copy of this Memo of Acknowledgement and Understanding to their lead telco after execution.
- Acknowledges that a working relationship exists with the Company both directly and, as appropriate, through the ILEC.
- Acknowledges that the Company has established network and service preparation plans for the completion of Company customer 911 calls.

The parties agree to update, as necessary, and provide the other party with any revisions, amendments or modifications to the information contained in Attachments 1 through 8.

Company

By: _____

Printed Name: _____

Title: _____

Date: _____

The 9-1-1 Entity

By: _____

Printed Name: _____

Title: _____

Date: _____

Attachment No. 1

Company 9-1-1 Service Plan For 9-1-1 Entity Locations

1. Service Establishment Date: _____

2. Company NXX(s) serving 9-1-1 Entity locations: _____

3. Type services provided:

Business Lines	_____
Residential Lines	_____
ISDN	_____
CENTREX	_____
PBX	_____
Intrastate Toll	_____
_____	_____
_____	_____
_____	_____

4. (Company) Switch:

Location	_____

Type	_____
CLLI Code	_____

5. Tandem(s) connection(s):

To Location	_____	Initial Trunk Group Size	_____
		NXX(s) sent	_____
CLLI Code	_____		
To Location	_____	Initial Trunk Group Size	_____
		NXX(s) sent	_____
CLLI Code	_____		

6. Company 9-1-1 Database input to: _____

7. Company administrative location: _____

Attachment No. 2

Company 9-1-1 Escalation & Contact List

Database & Billing

(Name -- Title -- Telephone #)

- —
- —
- —
- —

Network Operations

24hr Network Management Center (NMC)

NMC

Trouble Reporting Number

800-xxx-xxxx

(Name -- Title -- Telephone #)

- —
- —
- —
- —
- —
- —

Installation & Operations Management

(Name -- Title -- Telephone #)

- —
- —
- —
- —
- —
- —

Location General Manager

(Name -- Title -- Telephone #)

- —

9-1-1 Entity Coordination

(Name -- Title -- Telephone #)

- —

9-1-1 Entity Default Routing Designation

For Use By Company

9-1-1 Entity Provided Information

Default PSAP for:

1. ANI/ALI Failure:

PSAP Name _____
Location _____

PSAP ESN #, if known _____

2. Company to 9-1-1 Tandem, trunk group failure:

PSAP Name _____
Location _____

10 Digit Public Switched Network Emergency # for PSAP access: _____

3. Emergency Calls to an Operator (0):

PSAP Name _____
Location _____

10 Digit Public Switched Network Emergency # for PSAP access: _____

4. Other 9-1-1 Entities sharing the same defaults:

9-1-1 Cutover – Operational Tests

E9-1-1 Trunk Group & Emergency Calls to an Operator

The test calls, except default routing, must have the calling address and telephone number in the designated 9-1-1 Database.

Test calls will be made for each Company NXX.

Company will notify each PSAP or 9-1-1 Entity, as appropriate, that is associated with a test call prior to the scheduled test date.

9-1-1 TRUNK TEST

(“Detail testing steps”)

DEFAULT ROUTE TESTS

ALI Failure

(“Detail default route testing steps”)

Trunk Failure

(“Detail default route testing steps”)

Operator Services

(“Detail default route testing steps”)

-

-

9-1-1 Fee To Be Billed By Company

FEE AMOUNTS:

The 911 Emergency Service Fee that is charged pursuant to Local Ordinance and/or State Law:

1. Residential: \$ _____ flat fee

-fee applied per each line

2. Business:

Line \$ _____ flat fee

Trunk \$ _____ flat fee

☐

fee applied per line or trunk to all lines and trunks

☐

fee applied per entity, per location, to a maximum of _____ lines and _____ trunks

3. Other Fee related information: _____

4. Fee order copy, if applicable, will be provided to the Company.

REMITTANCE TO 9-1-1 ENTITY:

Payable to: _____

Send to: _____

Contact Person: _____

Telephone Number: _____

Year	1990	2000	2010
Population (millions)	1.2	1.5	1.8
GDP (billions of dollars)	0.5	1.2	2.5
Life expectancy (years)	55	65	75

9-1-1 Entity and ILEC Escalation & Contact List

Database & Billing

- _____ (Name -- Title -- Telephone #)
- _____

PSAP Operations

- _____ (Name -- Title -- Telephone #)
- _____

9-1-1 Entity Management

- _____ (Name -- Title -- Telephone #)
- _____

Lead Telco Representative

- _____ (Name -- Title -- Telephone #)